

**District Government Agency**  
**FY05 3rd Quarter Overall Performance Results Sheet**

Agency	Correspondence	E-Mail	US Mail	Voicemail	Responsiveness	Telephone	Staffing	Face To Face	% Passed	Tester Rating
Citywide Call Center	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	100%	5.0
Office on Aging	Yes	Yes	Yes	Yes	No	Yes	Yes	N/A	86%	4.0
Human Rights	Yes	Yes	Yes	Yes	Yes	Yes	No	N/A	86%	4.0
Department of Insurance and Securities and Banking	Yes	Yes	No	Yes	Yes	Yes	Yes	N/A	86%	4.0
Emergency Management Agency	Yes	Yes	No	Yes	N/A	Yes	Yes	N/A	83%	4.0
Office of Zoning	N/A	Yes	Yes	Yes	Yes	Yes	No	N/A	83%	4.0
Office of Labor Relations	Yes	N/A	Yes	Yes	Yes	Yes	No	N/A	83%	4.0
Department of Employment Services	Yes	Yes	Yes	Yes	No	Yes	No	Yes	75%	4.0
District Department of Transportation	Yes	Yes	Yes	Yes	No	Yes	No	N/A	71%	3.0
Department of Parks & Recreation	Yes	Yes	Yes	Yes	No	Yes	No	N/A	71%	3.0
Office Cable Television and Telecommunication	Yes	Yes	Yes	Yes	No	Yes	No	N/A	71%	3.0
Department of Public Works	No	Yes	Yes	Yes	No	Yes	Yes	N/A	71%	3.0
Risk Management	Yes	N/A	N/A	Yes	No	Yes	No	N/A	60%	2.0
Department of Housing and Community Development	Yes	No	Yes	No	No	Yes	Yes	N/A	57%	2.0
Office on Latino Affairs	No	Yes	Yes	Yes	No	Yes	No	N/A	57%	2.0
Office of the Chief Technology Officer	No	Yes	No	Yes	No	Yes	Yes	N/A	57%	2.0
Office of the Chief Financial Officer	Yes	No	Yes	No	No	Yes	Yes	N/A	57%	2.0
Department of Corrections	Yes	Yes	No	Yes	No	Yes	No	N/A	57%	2.0
Office on Asian and Pacific Islander Affairs	No	No	Yes	No	Yes	Yes	Yes	N/A	57%	2.0
Office of the Attorney General	No	Yes	No	Yes	No	Yes	No	Yes	50%	2.0
Office of the City Administrator	No	N/A	No	Yes	Yes	Yes	No	N/A	50%	2.0
Office of Children, Youth, and Families	No	N/A	No	Yes	No	Yes	Yes	N/A	50%	2.0
Mayor's Suite	No	Yes	Yes	No	No	Yes	No	N/A	43%	1.0
Department of Fire and Emergency Medical Services	No	Yes	No	No	No	Yes	Yes	N/A	43%	1.0
Commission on Arts and Humanities	Yes	No	No	No	Yes	Yes	No	N/A	43%	1.0
Office of Contracting and Procurement	No	Yes	Yes	No	No	Yes	No	N/A	43%	1.0
Office of Planning	No	No	No	Yes	No	Yes	Yes	N/A	43%	1.0
Office of Planning and Economic Development	No	No	Yes	No	No	Yes	Yes	N/A	43%	1.0
Office Of Unified Communication	No	No	N/A	No	N/A	Yes	Yes	N/A	40%	1.0
Office of Policy and Legislative Affairs	No	N/A	N/A	Yes	No	Yes	No	N/A	40%	1.0
Deputy Mayor for Operations	No	N/A	N/A	Yes	No	Yes	No	N/A	40%	1.0
Office of the Chief Medical Examiner	N/A	N/A	No	Yes	No	Yes	No	N/A	40%	1.0
Department of Human Services	No	No	Yes	Yes	No	Yes	No	No	38%	1.0
State Education Office	No	No	Yes	No	No	Yes	No	Yes	38%	1.0
Office of Tax and Revenue	No	Yes	No	Yes	No	No	No	Yes	38%	1.0
Office of Veterans Affairs	No	N/A	No	No	No	Yes	Yes	N/A	33%	1.0
Deputy Mayor for Public Safety and Justice	No	N/A	No	Yes	No	Yes	No	N/A	33%	1.0
Office of Communications	No	N/A	No	Yes	No	Yes	No	N/A	33%	1.0
DC Sentencing Commission	N/A	Yes	No	No	No	Yes	No	N/A	33%	1.0
Lottery and Charitable Games Board	N/A	No	No	No	No	Yes	Yes	N/A	33%	1.0
Office of Local Business Development	No	Yes	No	No	No	Yes	No	N/A	29%	1.0
Office of Property Management	No	Yes	No	No	No	Yes	No	N/A	29%	1.0
Alcohol Beverage Regulation Administration	No	No	Yes	No	No	Yes	No	N/A	29%	1.0
Office of the Secretary	No	No	No	No	Yes	Yes	No	N/A	29%	1.0
Public Library	No	No	No	Yes	No	Yes	No	N/A	29%	1.0
Public Service Commission	No	No	No	Yes	No	Yes	No	N/A	29%	1.0
Child and Family Services	Yes	No	Yes	No	No	No	No	N/A	29%	1.0
Department of Consumer and Regulatory Affairs	No	No	Yes	No	No	No	No	Yes	25%	1.0
Department of Motor Vehicles	No	Yes	No	No	No	No	No	Yes	25%	1.0
Office of Energy	N/A	N/A	No	No	No	Yes	No	N/A	20%	1.0
Office of the Chief of Staff	No	N/A	N/A	No	No	Yes	No	N/A	20%	1.0
Police Complaint Review	N/A	No	No	No	No	Yes	No	N/A	17%	1.0
Taxicab Commission	No	No	No	No	No	Yes	No	N/A	14%	1.0
Department of Mental Health	No	No	No	No	No	Yes	No	N/A	14%	1.0
Office of Personnel	No	No	No	No	No	Yes	No	N/A	14%	1.0
Office of the Inspector General	No	No	No	No	No	Yes	No	N/A	14%	1.0
Department of Health	No	No	No	No	No	Yes	No	No	13%	1.0
Metropolitan Police Department	No	No	No	No	No	No	No	N/A	0%	1.0
Office of Community Affairs	No	N/A	No	No	No	No	No	N/A	0%	1.0
University of the District of Columbia	No	N/A	No	N/A	N/A	No	No	N/A	0%	1.0
Number Tested	53	45	54	58	57	60	60	8		
Number Passed	15	22	21	28	8	53	15	4		
Percentage Passed - FY05 3rd QTR	28%	49%	39%	48%	14%	88%	25%	50%		
N/A (Not Applicable) = Test not performed during reporting period.										
FY05 Comparison										
FY05 - 2nd Quarter Averages	60%	42%	46%	54%	24%	88%	32%	100%		
FY05 - 3rd Quarter Averages	28%	49%	39%	48%	14%	88%	25%	50%		
Variance	-32%	7%	-7%	-6%	-10%	0%	-7%	-50%		